



## OPERATIONAL MEMO

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<b>TITLE:</b>	<b>NEW PROCESS FOR HCBS CASE MANAGERS CREATING PARS FOR TRAILS MEMBERS</b>
<b>SUPERSEDES NUMBER:</b>	N/A
<b>EFFECTIVE DATE:</b>	<b>MAY 30, 2020</b>
<b>DIVISION AND OFFICE:</b>	<b>CASE MANAGEMENT &amp; QUALITY PERFORMANCE DIVISION, OFFICE OF COMMUNITY LIVING</b>
<b>PROGRAM AREA:</b>	<b>CASE MANAGEMENT</b>
<b>KEY WORDS:</b>	<b>FOSTER CARE, TRAILS, BENEFIT MISMATCH, COLORADO BENEFITS MANAGEMENT SYSTEM, CBMS, SINGLE ENTRY POINT, SEP, COMMUNITY CENTERED BOARD, CCB, HOME AND COMMUNITY BASED SERVICES, HCBS, THE BRIDGE, PRE PRIOR AUTHORIZATION, PPA, PA, PAR, CHRP, CASE MANAGER, CHILD WELFARE.</b>
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<b>ISSUE DATE: MAY 29, 2020</b>	
<b>APPROVED BY: AMANDA LOFGREN</b>	

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*HCPF Memo Series can be accessed online: <https://www.colorado.gov/hcpf/memo-series>*

### **Purpose and Audience:**

The purpose of this Operational Memo is to inform Case Management Agencies (CMAs) of changes in how Case Managers will assign benefit plans for Home and Community-Based Services (HCBS) members with eligibility spans originating in Trails.

### **Information:**

The Department of Health Care Policy & Financing (Department) has identified an issue with the data feed between the Trails data system, maintained by the Department of Human Services (CDHS), and the Medicaid Management Information System (MMIS), operated by the Department. As a result, Case Managers have experienced difficulty creating HCBS Waiver Prior Authorization Requests (PARs). Additionally, manual eligibility data corrections had to be performed by Department staff.

In order to address this issue, **effective May 30, 2020**, the Department is implementing a new process for Case Managers to follow in creating HCBS PARs for members with eligibility spans originating in Trails. To that end, the Department has created a webinar and accompanying PowerPoint Training for all Case Managers to use when creating PARs in the Bridge for members with Trails eligibility spans. This training goes into greater detail regarding the reason for this change and provides additional information on the impacted systems.

No changes have been made to the case management requirement for sending confirmation of the member's HCBS waiver functional eligibility to the county eligibility offices upon initial evaluation and continued stay reviews. Case Managers are to continue to send Certification Pages from the ULTC 100.2 to their county eligibility offices.

#### Recorded Webinar and PowerPoint Training

Case Managers must [follow this link](#) to attend the recorded webinar and view the accompanying PowerPoint Training. The recording is located in the "Resources – Completed" drop-down.

#### Questions about the new process

Please contact [hcpf\\_bpa-cbms-mismatch@state.co.us](mailto:hcpf_bpa-cbms-mismatch@state.co.us) with questions about the new process as outlined in the training.

#### Ongoing Questions about HCBS PAR Revisions

Case Managers should email [CCMHelpdesk@dx.com](mailto:CCMHelpdesk@dx.com) with questions about performing HCBS PAR Revisions.

#### **Attachment(s):**

None

#### **Department Contact:**

[Leila.Norden@state.co.us](mailto:Leila.Norden@state.co.us) for questions about Case Manager responsibilities related to management of members with Trails eligibility spans.

[Sathya.Sundaram@state.co.us](mailto:Sathya.Sundaram@state.co.us) for escalated questions about system functionality.